CLAIM AMENDMENTS:

This listing of claims will replace all prior versions, and listings, of claims in the application:

1. (Currently Amended) A service support system comprising:

a service request interface configured to communicate with a service request system;

a dispatch system interface configured to communicate with a dispatch system; and

a service assignment module configured to:

assign a <u>first</u> service request to a technician from a pool of available technicians based at least in part on a historical ~~technician~~ performance statistic of the technician and a <u>first</u> current location of the technician, the <u>first</u> service request received via the service request interface, ~~the service assignment module notifying~~ :

<u>notify</u> the technician of the <u>first</u> service request via the dispatch system interface<u>; and</u>

<u>assign a second service request to the technician based at least in part on a second current location of the technician after receiving service order completion data and frame order completion data related to the first service request, wherein the service order completion data and the frame order completion data related to the first service request indicate that tasks associated with the first service request are complete.</u>

2. (Currently Amended) The service support system of claim 1, further comprising a geo-location interface configured to access a global positioning system, the global positioning system indicating the <u>first</u> current location of the technician<u>, the second current location of the technician, or any combination thereof</u>.

3. (Currently Amended) The service support system of claim 1, further comprising [[:]] a service request status interface for accessing status data associated with the <u>first</u> service request<u>, the second service request, or any combination thereof</u>.

4. (Original)   The service support system of claim 3, wherein the service request status interface is a web-based interface.

5. (Currently Amended) The service support system of claim 3, wherein the service request status interface is accessible to a competitive local exchange carrier and wherein the technician is associated with an Incumbent Local Exchange Carrier (ILEC).

6. (Original)   The service support system of claim 1, further comprising:
a frame system interface configured to access a frame operation management system, the
      service assignment module configured to transfer frame related service requests to
      the frame operation management system via the frame system interface.

7. (Original)   The service support system of claim 1, further comprising:
a scoring interface configured to access a technician scoring system, the technician
      scoring system storing an efficiency scoring associated with the technician.

8. (Original)   The service support system of claim 1, further comprising:
a statistical knowledge interface configured to access a statistical knowledge system, the
      statistical knowledge system storing statistical data associated with the service
      request.

9. (Original)   The service support system of claim 1, further comprising:
a billing system interface configured to communicate with a billing system, the billing
      system to receive completion data associated with the service request.

10. (Original) The service support system of claim 1, further comprising a user interface to provide data associated with the technician.

11. (Original) The service support system of claim 10, wherein the user interface is a web enabled interface.

12. (Original) The service support system of claim 11, wherein the user interface includes a JAVA component.

13. (Canceled)

14. (Currently amended) A work force administration system comprising:
~~a logic interface configured to communicate with a statistical dispatch logic module;~~
~~a geo-location system to determine a current location of at least one technician of a pool~~
~~of technicians;~~
a dispatch interface configured to communicate with a technician dispatch system; and
a dispatch module configured to:
    receive a service order via a service request interface;
    access technician statistics associated with each of a plurality of technicians, the
        technician statistics indicating an expected travel time to a location
        associated with the service order and an expected time remaining to
        complete a current task, wherein the expected travel time for each
        respective technician is based on a current location of the respective
        technician relative to the location associated with the service order;
    assign at least one task of the service order to a technician of the plurality of
        technicians based on the technician statistics of each of the plurality of
        technicians before the current task assigned to the technician has been
        completed; and ~~accept dispatch instructions associated with a service order~~
        ~~via the logic interface configured to communicate with the statistical~~
        ~~dispatch logic module and configured to~~
    transfer service instructions associated with the service order via the dispatch
        interface to the technician dispatch system;
~~wherein the statistic dispatch logic module utilizes performance statistics associated with~~
    ~~the at least one technician and the current location of the at least one technician to~~
    ~~formulate the dispatch instructions.~~

15. (Canceled)

16. (Currently Amended) The work force administration system of claim 14, wherein the ~~statistical~~ dispatch ~~logic~~ module utilizes a global positioning system location associated with [[a]] the technician ~~in a pool of technicians~~ to formulate the dispatch instructions.

17. (Currently Amended) The work force administration system of claim 14, wherein the ~~statistic~~ dispatch ~~logic~~ module utilizes historical work force and work load statistics to formulate the dispatch instructions.

18. (Currently Amended) A ~~dispatch control~~ system comprising:

a mobile technician interface configured to communicate with a mobile technician monitoring system;

a frame order management system interface configured to communicate with a frame order management system;

a web-based order status reporting interface;

an assignment module configured to assign a first task of a service request via the mobile technician interface and to assign a second task of the service request via the frame order management system interface; and

an order status monitoring module configured to access the mobile technician monitoring system via the mobile technician interface to receive service order completion data associated with [[a]] the ~~service request~~ first task and configured to access the frame order management system via the frame order management system interface to receive frame order completion data associated with the ~~service request~~ the second task, and wherein the order status monitoring module is configured to provide an order status associated with the service request based on the service order completion data and the frame order completion data via the web-based order status reporting interface.

19. (Currently Amended) The ~~dispatch control~~ system of claim 18, wherein the order status monitoring module reports a complete status associated with the service request upon receipt of both the service order completion data and the frame order completion data.

20. (Currently Amended) The ~~dispatch control~~ system of claim 18, further comprising an internal service management interface configured to communicate with an internal service management system, and wherein the order status monitoring module is configured to access the internal service management system via the internal service management interface to receive internal service completion data.

21. (Currently Amended) The ~~dispatch control~~ system of claim 18, further comprising:

a service order request interface configured to communicate with a service order request system; and

an order dispatch module configured to access the service order request system to receive the service request.

22. (Currently Amended) The ~~dispatch control~~ system of claim 18, further comprising:

a user interface configured to provide configurable views of data associated with the mobile technician monitoring system, the frame order management system, and the order status monitoring module.

23. (Currently Amended) The ~~dispatch control~~ system of claim 22, wherein the user interface includes a web-enabled interface.

24. (Currently Amended) The ~~dispatch control~~ system of claim 22, wherein the user interface includes a JAVA interface component.

25. (Currently Amended) The ~~dispatch control~~ system of claim 18, further comprising an inventory provisioning interface configured to access a public switch telephone network inventory system.

26. (Currently Amended) The ~~dispatch control~~ system of claim 18, wherein the order status reporting interface is configured to provide access to a competitive local exchange carrier.

27. (Canceled)

28. (Original) A service order status interface comprising:

at least one web page configured to access an order status monitoring module, the order
      status monitoring module configured to access a technician monitoring system via
      a technician interface to receive service order completion data associated with a
      service request and the order status monitoring module configured to access a
      frame order management system via a frame order management system interface
      to receive frame order completion data associated with the service request, the at
      least one web page configured to display a service request status associated with
      the service request, the service request status provided by the order status
      monitoring module and associated with the service order completion data and the
      frame order completion data.

29. (Original) The service order status interface of claim 28, wherein the at least one web
page is accessible by a competitive local exchange carrier.

30. (Currently Amended) A method to facilitate service dispatch, the method
comprising:

      communicating with a service request system via a service request interface to receive a
            service request;
      <u>determining a current location of a technician of a plurality of available technicians based</u>
            <u>on near real-time Global Positioning System data;</u>
      assigning the service request to [[a]] <u>the</u> technician ~~from a pool of available technicians~~
            based at least in part on a historical technician performance statistic and [[a]] <u>the</u>
            current location of the technician; and
      notifying the technician of the service request via a dispatch system interface.

31. (Canceled)

32. (Original) The method of claim 30, further comprising accessing status data
associated with the service request via a service request status interface.

33. (Original) The method of claim 32, wherein the service request status interface is a web-based interface.

34. (Previously Presented) The method of claim 32, wherein the service request status interface is accessible to a competitive local exchange carrier.

35. (Original) The method of claim 30, further comprising accessing a frame operation management system via a frame system interface, the service assignment module configured to transfer frame related service requests to the frame operation management system via the frame system interface.

36. (Original) The method of claim 30, further comprising accessing a technician scoring system via a scoring interface, the technician scoring system storing an efficiency scoring associated with the technician.

37. (Canceled)

38. (Currently Amended) A method ~~of monitoring order status, the method~~ comprising:
<u>assigning a first task related to a service request to a first technician via a mobile technician interface;</u>
<u>assigning a second task related to the service request to a second technician via a frame order management system interface;</u>
accessing a mobile technician monitoring system via [[a]] <u>the</u> mobile technician interface to receive service order completion data associated with [[a]] ~~service request~~ <u>the first task;</u>
accessing a frame order management system via [[a]] <u>the</u> frame order management system interface to receive frame order completion data associated with the ~~service request~~ <u>second task</u>; and
providing an order status associated with the service request based on the service order completion data and the frame order completion data via a web-based order status reporting interface.

39. (Original) The method of claim 38, wherein the order status is shown as complete upon receipt of both the service order completion data and the frame order completion data.

40. (Canceled)

41. (New) The service order status interface of claim 28, wherein the service request relates to a first task associated with the service order completion data and a second task associated with the frame order completion data and wherein the at least one web page displays a status of each of the first task and the second task.

42. (New) The service support system of claim 1, wherein the second current location is different from a location associated with the first service request.